

Communications Industry

Consumer Contacts that Require Enhanced Processing

Presented by Utility Company, Category and Subcategory

May 2016

This report presents a subset of total consumer contacts reported in Table 1. This data represents consumer contacts that require enhanced processing for resolution of consumers' complaints. These cases are known as Informal Complaints (ICs) and are sent to the appropriate utility for investigation. The utility must respond to the CPUC and address the allegations of the complaint. The following table reports the ICs by utility company and the nature of the complaint by category and the more specific subcategory.

Table 2 - Communications Industry Contacts: The companies listed in the table are organized in alphabetical order. Companies' names in this list may not reflect the company name under which services are marketed to the consumer.

Utility Code	Utility Name	Category	Subcategory	Count
CER4451	Air Voice Wireless, LLC	Lifeline	LLB Approved for Discount	1
			Total ICs	1
IEC5955	AmeriMex Communications Corp.	Lifeline	LLB Federal Program/Equipment	1
			Total ICs	1
CLC6658, IER6658	Asian American Association	Billing	Slamming	1
			Total ICs	1
CLC1001, LEC1001	AT&T California	Billing	Bill Adjustment	13
		Billing	Bill Not Received	1
		Billing	Bundled Services	1
		Billing	Cramming/3rd Party Billing	1
		Billing	Disputed Customer of Record	2
		Billing	High Bill	15
		Billing	Other Charges	1
		Billing	Out of Service Credit - OOS	1
		Billing	Slamming	4
		Lifeline	LLB Application Request	14
		Lifeline	LLB Approved for Discount	4
		Lifeline	LLB Discount Switched to Other Carrier	4
		Policy and Practices	Abusive Marketing	4
		Policy and Practices	Obscene/Threatening/Harassing Calls	1
		Policy and Practices	Robo Calls/ADAD	1
		Policy and Practices	Safety	1
		Service	Call Quality	4
		Service	Delayed Orders/Missed Appointments	5
		Service	Outage	13
		Service	Refusal To Serve	1
			Total ICs	91
CLC5002, CLC6346, IEC5002, IEC6346	AT&T Corp.	Billing	High Bill	4
		Service	Delayed Orders/Missed Appointments	2
			Total ICs	6

Utility Code	Utility Name	Category	Subcategory	Count
CEC3014, CEC3021	AT&T Mobility	Billing	Bill Adjustment	4
		Billing	Cramming	1
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	5
		Billing	Other Charges	1
		Lifeline	LLB Application Request	1
		Service	Disconnected In Error	1
		Service	Disconnection Non Payment	1
				Total ICs
CLC7118	Birch Communications	Billing	Early Termination Fee - ETF	2
		Billing	Slamming	1
		Policy and Practices	Abusive Marketing	1
				Total ICs
CLC6764, CLC7222	Blue Casa Telepone, LLC	Billing	High Bill	1
		Billing	Other Charges	1
				Total ICs
CER4412	Budget Mobile; Budget Mobile LifeLine	Lifeline	LLB Address Error	1
		Lifeline	LLB Federal Program/Equipment	2
				Total ICs
CLC5607	CCT Telecommunications	Billing	High Bill	1
				Total ICs
CLC6878, CLR6878, IEC6878	Charter	Service	Outage	1
				Total ICs
CLC5698, IEC5698	Comcast Digital Phone	Billing	Cramming	1
				Total ICs
CLC1015, LEC1015	Consolidated Communications	Service	Delayed Orders/Missed Appointments	1
				Total ICs
CER4328	Consumer Cellular, Inc.	Billing	High Bill	1
				Total ICs
CLC5684, IEC5684	Cox; Cox Communications; Cox Business	Billing	Bill Adjustment	1
		Billing	Payment Arrangements	1
				Total ICs
CER4436	enTouch	Lifeline	LLB Address Error	1
		Lifeline	LLB Federal Program/Equipment	1
				Total ICs
CLC6837	First Communications, LLC	Billing	Other Charges	1
				Total ICs

Utility Code	Utility Name	Category	Subcategory	Count
CLC1002, LEC1002	Frontier California Inc.	Billing	Bill Adjustment	26
		Billing	Bill Format	1
		Billing	Bill Not Received	4
		Billing	Bundled Services	7
		Billing	Deposits	1
		Billing	Disputed Customer of Record	1
		Billing	Early Termination Fee - ETF	11
		Billing	High Bill	36
		Billing	Late Payment Charge - LPC	1
		Billing	Other Charges	5
		Billing	Out of Service Credit - OOS	10
		Billing	Payment Error	3
		Billing	Slamming	1
		Lifeline	LLB Application Request	3
		Policy and Practices	Abusive Marketing	1
		Policy and Practices	Obscene/Threatening/Harassing Calls	1
		Policy and Practices	Safety	1
		Service	Call Quality	14
		Service	Delayed Orders/Missed Appointments	59
		Service	Disconnected In Error	3
Service	Number Portability - Wireless or Landline	4		
Service	Outage	289		
Service	Refusal To Serve	2		
			Total ICs	484
CLC6842	Granite Telecommunications, LLC	Billing	Other Charges	1
			Total ICs	1
CER4372	I-Wireless, LLC	Lifeline	LLB Federal Program/Equipment	4
			Total ICs	4
LEC1012	Kerman Telephone Company	Lifeline	LLB Discount Switched to Other Carrier	1
			Total ICs	1
CER4442	Life Wireless	Lifeline	LLB Federal Program/Equipment	2
			Total ICs	2
DVS1429	MAGICJACK SMG, INC.	Service	Number Portability - Wireless or Landline	1
			Total ICs	1
CEC3079	MetroPCS	Billing	High Bill	1
			Total ICs	1
CLC5502, IEC5502, CLR5502	Preferred Long Distance, Inc.	Billing	Slamming	3
			Total ICs	3
CER4387	ReachOut Wireless	Lifeline	LLB Federal Program/Equipment	1
			Total ICs	1
CEC3062, CER4332, CLC5122, IEC5112, PCC3062, PCC3064, PCC3066	Sprint; Sprint PCS	Billing	Bill Adjustment	2
		Billing	Cramming	1
		Billing	Disputed Customer of Record	1
		Billing	Other Charges	1
		Billing	Payment Error	1
		Lifeline	LLB Address Error	2
		Lifeline	LLB Application Request	1
		Lifeline	LLB Approved for Discount	3
		Lifeline	LLB Federal Program/Equipment	15
		Policy and Practices	Abusive Marketing	2
		Service	Outage	1
			Total ICs	30

Utility Code	Utility Name	Category	Subcategory	Count
CER4380	Surelink Mobile; TruConnect	Lifeline	LLB Application Request	1
		Lifeline	LLB Approved for Discount	2
		Lifeline	LLB Federal Program/Equipment	1
			Total ICs	4
CER4411	Tag Mobile, LLC	Lifeline	LLB Federal Program/Equipment	1
			Total ICs	1
CER4389, CLC5248, CLC5721, CLC5859, CLR5721, IEC5248, IEC5721, IEC5859	Telepacific Communications	Billing	Bill Adjustment	2
		Billing	Early Termination Fee - ETF	2
		Service	Outage	1
			Total ICs	5
CEC3056	T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile)	Billing	Bill Adjustment	1
			Disputed Customer of Record	1
			High Bill	2
			Other Charges	1
			Total ICs	5
CER4231	TracFone Wireless (Net10; Page Plus Wireless; SafeLink, Simple Mobile; Straight Talk Wireless; TelCel America; Total Wireless)	Billing	Bill Adjustment	1
		Lifeline	LLB Federal Program/Equipment	9
		Service	Delayed Orders/Missed Appointments	1
		Service	Outage	1
			Total ICs	12
CEC3029	Verizon Wireless, LLC	Billing	Bill Adjustment	3
		Billing	Disputed Customer of Record	1
		Billing	Early Termination Fee - ETF	2
		Billing	High Bill	5
		Billing	Other Charges	2
		Billing	Payment Error	1
		Policy and Practices	Abusive Marketing	2
		Service	Delayed Orders/Missed Appointments	1
			Total ICs	17
CLC5553, IEC5553	XO Communications Services	Billing	Bill Adjustment	1
		Service	Outage	1
			Total ICs	2
Total ICs Sent ¹				708

¹ Due to the carryover of cases received in previous months, there are slight differences between the total number of ICs sent to the utilities and the number of written contacts received in a month.